

VISION

Restoration

AND BUILDING CO.

Customer: Marjorie Jacobson

Address: _____, Royal Oak, 48073

- | | | | |
|-------|---|--------------------------|--------|
| 1. | Has our staff been courteous, polite and helpful? | (Y) | N |
| 2. | Has our staff been on time to scheduled appointments? | (Y) | N |
| 3. | Do you feel we have sufficiently informed you about the restoration process, scheduling, and what to expect? | (Y) | N |
| 4. | Has the job site been organized and clean? | (Y) | N |
| 5. | On a scale of 1 – 10, 1 being the poorest and 10 being the best, what would you rate the overall quality of work performed? | <u>10</u> | |
| 6. | On a scale of 1 – 10, 1 being the poorest and 10 being the best, how would you rate Our Estimator, <u>Steve Carson Sr.</u> Your Project Manager, <u>Mike Orleman</u> | <u>10+</u> <u>10+</u> | |
| 7. | Would you have Vision Restoration & Building Co., Inc. back out to your home for repairs or remodeling? | (Y) | N |
| 8. | Would you recommend Vision Restoration to others? | (Y) | (N) |
| 9. | Have you experienced any problems to date? | Y | (N) |
| _____ | | | |
| 10. | Do you feel that we could improve our services? | <u>N/A</u> | Y N |

ADDITIONAL COMMENTS:

Excellent service & personable professionals.

I have enclosed a letter of recommendation for your company.

Y (N)

May we use your name as a reference?

(Y) N

Marjorie Jacobson
Signature

3-1-11
Date

Job Number: **8598**